

**SSI Milwaukee County Advisory Committee  
Quality Assurance Workgroup  
April 11, 2005 Meeting Summary  
Co-Chairs: Dr. Bruce Christiansen, Dr. Sandra Mahkorn, and David Woldseth**

**Organizations Represented:**

APS Health Care

DHFS

iCare

Metastar

MHS

Consumer Satisfaction Team

Independence First

ANEW

Abri Health Plan

**Representatives:**

Bruce Christiansen

Ruthanne Landsness

Sandra Mahkorn, M.D.

David Woldseth

Jim Hennen

Joyce Binder

Jenny Harrison

Sandi Tunis

Jan Larson

Janet Malmon

Karen Avery

Ruth Ryske

Sue Schlondrop

Paula Lucier

The Quality Assurance Workgroup met at the Radisson-Milwaukee West on North Mayfair Road. Sandy Mahkorn called the group together at 10:09 a.m. She told the group that the main priority of the meeting was to be able to have many decisions made for presentation to the full group at the May 4 meeting.

David Woldseth reported that the request for proposal (RFP) for the external advocate should be out on Vendornet next week. Mr. Woldseth said that he would look into whether he could send everyone a copy electronically after the RFP becomes available on Vendornet.

Bruce Christiansen provided an update on the CAHPS survey. At the previous meeting, the workgroup suggested that we do a pre-test so we would have a control group to which we could compare. The state has agreed to it in principle, and the details are being worked out. These details include a resource estimate and a consideration of return rate. Mr. Christiansen said that the survey would also be available in translations.

Sandy Mahkorn provided an update on the provider surveys. Before we finalize any of these measures, we will need some history for the program. She provided a copy of the Partnership survey as an example.

Sandy Mahkorn then continued her presentation on quality indicators from the previous meeting. All of the indicators that she recommended can be measured by existing data that the Department already collects. As previously mentioned, baseline data will be collected, so that comparisons may be made.

The workgroup went through the quality indicators line-by-line. Among the suggestions were: differences (or lack thereof) between specialty physicians and primary care providers; additional information about dental access; inclusion of medications on the CAHPS survey; location of certain indicators in terms of goals; and how to address those who elect to opt out of the program.

The next meeting had been scheduled for May 18. However, due to scheduling conflicts with the chairs, the group will instead meet on May 23. At that time, the workgroup will complete its look at quality indicators. The meeting adjourned at 12:08 p.m.

Respectfully submitted,

David A. Woldseth  
Co-Chair